



**Memphis Owner's Guide**  
Pro, Advantage, Select, Pro Built-In

Congratulations on your purchase of the Memphis Wood Fire Convection Grill. With proper care and maintenance, your grill will give you years of trouble-free operation. Please review the following information carefully for useful tips and information that will help you utilize your grill's extensive features and benefits.

Keep in mind that your Memphis Wood Fired Convection Grill is so much more than a grill. It's a true convection oven, featuring a digital Intelligent Temperature Control (ITC) which automatically adjusts for outdoor ambient conditions. The result is a simple "set it and forget it" way to cook, bake, roast, sear or low and slow smoke; whether it's 40° or 90° outside, just set the desired temperature, sit back and enjoy.

We all have our favorite recipes and cooking tricks. We suggest you experiment with your new grill to discover just how many ways it adds to your outdoor cooking experience. With a little time and effort you'll amaze your friends and family with your impressive culinary skills. Like many of us, you'll find that your Memphis Wood Fired Convection Grill will become your cooking appliance of choice; eliminating heat and odors from cooking indoors, while giving you unbeatable results.

Before you get started, take a few moments to **register your grill** and write your model and serial number in the space provided. Fill in the information here and on page 22 as well. This will register your warranty and make it quick and easy to reference this information in the future. Your model and serial number are located on the sticker under the hopper lid.

## Thank you for choosing the Memphis Wood Fire Convection Grill!

Model \_\_\_\_\_

Serial Number: VG \_\_\_\_\_ - \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Dealer \_\_\_\_\_

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**General Warning: Read all Safety Information Prior to  
Operating Grill**

**⚠ WARNING! ⚠**

- For outdoor use only. Do not use in any enclosed area.
- Keep grill 30" or more from any combustible surface.
- To prevent grease fires, clean your grill on a regular basis. This includes the flazorizer and grease tray. ***Should a grease fire occur, turn off the grill, remove food (use your judgment), and leave the hood closed until the fire is out. DO NOT unplug the grill unless absolutely necessary; fans will continue to run until the fire is extinguished. When cooking exceptionally greasy foods, put a foil pan below the food to catch the grease.***
- Do not put anything flammable in the storage area under the grill.
- Do not leave sealed containers of food on or near the grill.
- Always operate the grill with the grill hood in the closed position.
- Keep the rear slots in the grill hood clear of obstructions.
- It's recommended that you regularly check your Memphis Grill for burn pot obstructions to make sure proper air flow is maintained. See **Periodic Grill Maintenance** in this manual for correct procedures.
- Accessible parts of the grill are very hot. Keep young children away while in use.
- Exercise reasonable care when operating your grill. It will be hot during cooking or cleaning and should be attended if children are present.
- Do not use lava rocks or charcoal in your grill.
- To avoid the chance of serious burns, never lean over an open grill or place hands or fingers on the front edge of the cooking box.
- The grill should be plugged into a GFCI (Ground-Fault Circuit Interrupt) outlet.
- When not in use or in the cool-down cycle the grill should be unplugged.
- Use heat-resistant barbecue mitts or gloves when operating this unit.
- Do not move your Memphis Wood Fired Grill while operating or while the grill is hot. Make sure the fire is completely out, and that the grill is completely cooled before transporting the grill.



**⚠ WARNING! ⚠**

## How Your Memphis Wood Fired Convection Grill Works:

Your Memphis Wood Fire Convection Grill represents a new way of outdoor cooking. It is a true high quality convection oven that also has grilling and smoking capability. It combines many unique features with time-proven pellet-burning technology. Together they give you controlled, quick, savory and repeatable cooking results. The perfect cooking experience starts with filling your hopper with all-natural, 100% hardwood BBQ pellets. We recommend "Natures Way" flavored BBQ pellets.

Pushing the ON Button activates the "Electronic Igniter", the combustion fan, and the auger. The auger feeds the wood pellets from the hopper onto the burn pot, where they are ignited using super-heated air. The Intelligent Temperature Control allows you to set the cooking method and desired temperature, and will adjust for ambient conditions. Convection/circulation fan(s) provide combustion air to the burn pot and provides convective cooking air by distributing the heat evenly throughout the cooking area. The natural smoke flavor produced by the burning pellets, the vapor produced by the juices dripping on the Flavorizer Tray, and the air circulating throughout the cooking area, combine to give you the unique flavor that can only be achieved using a Memphis Wood Fired Convection Grill.

### Grill Features

- Easy to use Intelligent Temperature Control (ITC) capable of smoking, barbecue, grilling, baking and searing temperatures.
- Extra-large capacity hopper
- Exceptionally durable and reliable construction.
- Attractive craftsmanship and high quality performance.
- Low CFM Fan causes pellets to burn and produce true convection oven cooking.
- Heavy duty construction
- Auto Start button & electric igniter eliminate the need for matches & lighter fluids.
- Smoking Mode gives you that savory flavor on demand and is programmable from 180°-295°F\*.
- Cooking Mode allows for grill temperatures up to 500°F(Select), 600°F(Advantage), and 650°F(Pro)
- Flame Deflector reduces the chance of flare-ups and assists in even heat distribution.
- Stainless steel burn pot designed for high performance and longevity.
- 427 square inch main cooking area that can be increased to 970 (depending on model) square inches with the optional grates.
- Total cooking volume of nearly 4,000 cubic inches for large roasts and turkeys
- Grease Drawers/Bucket make for no fuss cleaning.
- Large casters that swivel and lock for easy maneuverability (Memphis Pro and Advantage only).
- Two stainless steel side shelves (optional on Memphis Select) offer a durable easy to clean surface.
- Steel cooking grids for years of service.
- Made in the USA.

\*Note: 180° minimum set point available on Memphis Pro and Built-In only.



## Read Prior to Lighting

### **Initial Burn Off**

Before cooking for the first time, we recommend that you “burn off” the grill to rid it of any foreign matter used in the manufacturing process. Prior to burn-off, completely remove the plastic film on all stainless steel surfaces. Failure to do so will cause the film to melt to the metal, and it will be extremely difficult to remove. Remove the cooking grates and wash with a mild soap or detergent. With the grates removed, light and operate the grill at 450F (in cook mode) with the hood down for 20 minutes. After burn-off, turn the grill OFF and replace the grates.

### **Lighting your Grill**

It is recommended practice to go through the **Periodic Grill Maintenance** (pg. 10) procedures frequently. This will ensure proper ignition of the pellets and is part of the normal maintenance procedure. Light per instructions found in detail in this manual. If the grill fails to light, it is most likely due to a dirty or plugged burn pot and/or a burn pot obstruction blocking the auto igniter air passages. (refer to **Using Your Memphis Wood Fired Convection Grill** on page 5 for cleaning instructions.) Should your auto igniter refuse to ignite the wood pellets, it is easy to light your grill manually with a match and lighting agent. (Refer to **Manual Start Up** on page 8 for instructions.)

### **Hood Position**

Always cook with the hood closed. Cooking with the hood closed keeps the temperature even, cooking the food faster while using less fuel. A closed hood also helps to create a smokier flavor. If the hood is left open for an extended period of time, it will cause the ITC to increase the fuel feed rate in an effort to increase the grill temperature. This could result in an overloaded burn pot.

Instead of frequent, visual checks of your food, the use of an electronic meat thermometer is recommended. The wired version of this tool can be routed through the 5/16" hole in the side of the Memphis Select or Advantage, or under the hood gasket on the Pro or Built-In to prevent damage to the wires.



## Intelligent Temperature Control - Overview

### About the ITC:

The ITC is very much the same as the control on your kitchen oven. The big difference is the ITC's ability to automatically compensate for different ambient conditions. This means that you can cook outside in nearly any weather. Setting the control is simple and intuitive, and affords the user a precise and highly-customizable grilling experience.

**Control I/O, ON/OFF Touch Pad**  
This pressure sensitive touch pad is used to turn the grill on and off.

**LED Display**  
This will display the temperature of the grill, as well as any other pertinent information.

**Display Touch Pad**  
Pressing this will toggle the display between the set temperature and the actual current temperature.

### Pellet Prime Touch Pad

Pressing this will feed more wood pellets to the burn pot. This can be used to add more fuel just before opening the grill hood to help with quicker heat recovery, or to prime the auger during the grill's first start up



### Temperature Set Touch Pad

By pressing either the up or down arrows, the set temperature can be moved in 5 degree increments.

### Function Touch Pad

Pressing this will toggle between the grill's smoke and standard cooking modes..

### Indicator Lights

These LED's indicate which mode cooking the grill is in, as well as whether you are setting the temperature or viewing the current temperature. These lights will also blink when the igniter is active, or the grill is in cool-down.



## Using Your Memphis Wood Fired Convection Grill

Prior to starting your cooking center, inspect the burn area inside the grilling area. It's a recommended practice to go through this procedure at initial start up and after every few uses to ensure peak performance. Actual necessary frequency varies depending on usage and fuel type.

1. Open the hood and remove the cooking grates.
2. Remove the flavorizer and flame deflector. The flame deflector helps distribute heat, contains fly ash, and keeps the flame from making direct contact with cooking grids.
3. If necessary, check the burn pot area, remove any foreign items to ensure that the air holes in the grate are clear. This will allow a quicker and more efficient ignition. Take precautions not to damage the igniter wiring connections or pull the igniter out of the igniter tube.
4. Re-install the flavorizer / flame deflector.
5. Reinstall the cooking grates.
6. Open the pellet hopper lid, found at the front of your grill on the Select and Advantage, or at the back of the Pro. Check for any foreign objects
7. Fill your hopper with cooking pellet fuel. Close the hopper lid.
8. Plug your Memphis Wood Fired Convection Grill into the nearest 110 Volt AC outlet. (Note: Use a GFI Outlet. We strongly recommend that if your home does not have a GFI outlet that you install one, or use a high quality outdoor surge protector.
9. When you are finished using your grill, and the grill has gone through its cool-down, unplug it. It is also recommended that the grill be covered when not in use.

**\*\*Note: Your Grill will function best if operated on a level surface.\*\***



## Operating Instructions: Memphis Wood Fired Convection Grill

### Automatic Start Up

#### **1. To Start**

Press the **I/O (on-off) button** to initiate the start cycle. At this time the igniter heats up, the Cook light on the control flashes and the combustion fan starts. Initially the auger will run continuously to prime the burn pot for ignition. The igniter will turn off automatically when the either the internal temperature reaches when the grill has reached a sufficient temperature, or 30 minutes has passed.

#### **2. Place FUNCTION MODE SWITCH to Cook (300°+) or Smoke Mode (up to 295°).**

(Corresponding light will illuminate)

#### **3. Set the TEMP DISPLAY Arrows to the desired temperature (Set light will illuminate)**

#### **4. Set TEMP DISPLAY to Actual. (Actual light will illuminate)** Temperature now displayed

will be actual temperature in the cooking area. *Note: Actual temperature will fluctuate up or down. This is normal and represents the normal fluctuation of any oven.*

Note:

1: If hopper was just filled; hold Pellet Prime button in until you hear pellets falling onto the burn pot and release. Then restart the grill by pressing the I/O button. This will allow the grill run its complete start-up sequence.

2: Your Grill will smoke for a few minutes while the pellets are lighting and coming to full burn.

3: If the fire does not start within 30 minutes, the grill will then automatically shut off. If this happens, some unburned pellets will have built up in the burn pot. Before restarting the fire, clean the excess pellets out of the burn pot and repeat the above steps.



## Operating Instructions: Memphis Wood Fired Convection Grill

**5. To operate:** Once the Convection Grill has started, operate as follows;

Pre-Heat : This is the beginning stage of cooking or smoking in which the fuel is ignited, and the grill is brought to the set temperature as quickly as possible. You may notice in this stage that, initially, the auger will feed fuel almost constantly. This is to prime the burn pot so that it is able to maintain significant heat. When this is concluded the ITC will then take control over the fuel, feeding the fire precisely over the drastic temperature change from ambient to your cooking or smoking set point. The duration of this stage will vary somewhat due to differing ambient conditions, set temperatures, and grill models. In most cases, the grill will be in the pre-heat stage for somewhere between 15 and 25 minutes.

Cooking Mode: Temperature will be automatically maintained at your set temperature range. You may notice some fluctuation up and down during this time. This is a normal part of any oven / appliance operation.

Smoke Mode: Smoking is a variation on grilling and is one of the unique advantages of your Memphis Wood Fired Convection Grill. The temperature you choose will largely depend on what is being smoked (see Appendix B-C) and your personal preferences.

### **Smoke TIP:**

To vary smoke flavor intensity, experiment with the amount of time you use the smoke mode and the mix of flavored pellets you use along with the all purpose pellets. This is more important if you use stronger flavored pellets such as Mesquite. Switching to smoke mode soon after putting your food on the grill allows the smoke to penetrate the meats before they have a chance to sear closed. The smoke mode works best when a longer cooking time is required, such as large cuts of meat, fish, or poultry. Experiment with the length of time you leave for smoking before cooking thoroughly. Try different combinations of both modes.

Combustion airflow is varied in the smoke mode. You may hear the fan “bellow”, repeatedly turning on and off. This is normal operation.



## Operating Instructions: Memphis Wood Fired Convection Grill

### **Manual Start Up:**

In case of igniter failure, you can start your Convection Grill manually.

1. Remove the steel grills and flavorizer.
2. Inspect the burn pot to ensure that is clean of debris and that the igniter air holes are not obstructed.
3. Place a small handful of pellets in the bottom of the burn pot. Add a small amount of solid fuel fire starter, such as those made from gelatin, or sawdust and wax.
4. Turn the Intelligent Temperature Control on by following steps 1-5 as noted in Automatic Start up on page 6.

**CAUTION: DO NOT USE FLAMMABLE LIQUIDS SUCH A GASOLINE, GASOLINE-TYPE LATERN FUEL, KEROSENE, CHAR-COAL LIGHTER FLUID, OR SIMILAR LIQUIDS TO START OR FRESHEN-UP THE FIRE! KEEP ALL SUCH LIQUIDS WELL AWAY FROM THE GRILL WHILE IT IS IN USE.**

5. Light the fire starter.
6. As soon as pellets are burning briskly, replace the flavorizer and cooking grates. Your grill will begin to produce smoke while the start up cycle is taking place. Close the hood.



## Information About BBQ Cooking Pellets

Flavored pellets come in a variety of flavors such as Mesquite, Alder, Apple, Hickory, Maple and Cherry. They contain approximately 8,200 BTU's of heat per pound and have very little ash and moisture content. Always use Premium BBQ Pellets in your grill. Premium BBQ pellets have a maximum length of 1.5". This shorter length ensures a higher efficiency and a more consistent, uniform temperature. Premium pellets are made of 100% hardwood. Cooking with pellets made from soft woods, such as pine, should be avoided, as it yields a turpentine-like taste.

**CAUTION:** some wood pellets produced for heating fuel have a high content of softwood or even recycled wood furniture which can include pitch, chemicals or glues and should not be used for cooking. For optimum performance and to ensure you are using clean burning pellets manufactured for cooking, purchase "Natures Way" 100% hardwood BBQ pellets. Using low quality BBQ pellets may also adversely affect your grilling temperature performance – especially at low temperatures. **Hearthland Products assumes no responsibility for problems associated with the use of lower quality or heating pellets.** Store pellets in a dry location for optimal performance.



Wood pellets have been in existence for many years, and there are currently more than 125 active pellet mill operations in the United States and Canada, producing millions of pounds of pellet each year. "Natures Way" 100% hardwood BBQ pellets are produced in the same manner as wood pellet heating fuel is produced. Sawdust and clean wood chips are pulverized and dried. The dried material is then processed under heat and pressure. This material is forced through a hard steel die rotating against rollers with pressure over 3,000 PSI. Once the pellets are forced through the final die they are cooled, screened, vacuumed, and then bagged or boxed. No extra adhesives or bonding materials are used in the production of these pellets. Hardwoods contain naturally-occurring compounds called "lignins" that, when heated, act as a bonding material. Store pellets in a dry location for optimal performance. Flavor preference is an individual taste and we suggest you try the different flavors or mixtures of flavors to find the combinations that suit your needs and tastes. (See you local dealer to order individual pellet flavors)

### Flavored Pellet Guidelines

<ul style="list-style-type: none"><li>• All Purpose: Ideal for baking, roasting, grilling and smoking.</li><li>• Alder: Ideal for use with salmon and other stronger-flavored fish.</li><li>• Apple: Ideal for use with pork and chicken. Also great for baking when you want a fruity flavor.</li></ul>	<ul style="list-style-type: none"><li>• Cherry: Ideal for use with roast chicken and pork.</li><li>• Hickory: Ideal for smoking ribs, ham, turkey, pork roast and wild game.</li><li>• Maple: Ideal for low-n-slow smoking.</li><li>• Mesquite: Ideal for chicken and wild game.</li></ul>
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## Periodic Grill Maintenance

### **Stainless Steel Working Surfaces**

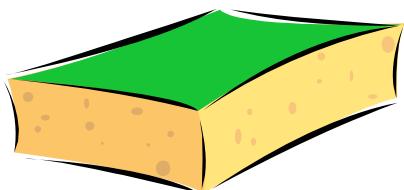
ALWAYS clean dirt and dust off all stainless steel surfaces before you begin to cook. The dirt can cook into the metal and discolor it. Dirt can be easily cleaned with hot, soapy water and a soft cloth. There are also many commercial products made to clean and protect your stainless steel surfaces.

### **RTD**

Your grill's ability to accurately sense temperature and adjust its performance accordingly is what makes it unique and valuable. The RTD, a temperature sensor located towards the rear of the cooking area should be wiped down with water and mild detergent to ensure proper performance.

### **Painted Surfaces**

Your painted surfaces have a very durable high temp powder coat finish. The surfaces can be cleaned with mild soap and water and wiped with a soft rag.



### **Flavorizer**

It is recommended that you remove any build up of food or grease from the flavorizer before every cook. A clean flavorizer further reduces flare ups. Brush or scrape any build up off of the flavorizer with a grill brush or putty knife. Never clean the flavorizer while it is hot.

### **Grill Interior**

Though BBQ pellets burn efficiently, they do create some amount of ash. Though the grill's interior walls and floor need not be spotless, periodically clearing out accumulated ash is a good practice.

### **Airbox**

Because the Airbox is used to channel the fan-forced air into the burn pot, there is very little maintenance to be done in this area. Occasionally, you may either vacuum or brush out any build-up of ash or burn debris that has fallen below the burn pot. Remove any accumulation of grease or debris on the inside surfaces.

### **Grill Cover**

We recommend that you cover your Memphis Grill when not in use. Ensure that your grill is completely off and cooled before covering.

### **Grease Tray(s)**

Always be sure the grease pull out pans are clean and free of debris. During the warmer months empty any grease build-up on a more frequent basis to keep it from going rancid.

### **Burn Pot and Igniter**

Periodically check the air holes found in the burn pot for any blockages or build-ups. Using a wire brush, scrape off any build up or blockage. When reinstalling, confirm the proper positioning in the burn pot. The burn pot should be level from side to side and from front to back and should have a snug but not tight fit. You will also want to visually check the air holes in the igniter tube. Clean any debris or blockage out of both areas to ensure a perfect start.



## Periodic Grill Maintenance

		<u>Frequency</u>				
		Every Use	Every 3 Uses	Once A Week	Once A Month	Once A Year
Maintenance Task	Scrape Cooking Grates	X				
	Wipe down stainless surfaces	X				
	Check grease pan/bucket	X				
	Wipe down painted surfaces		X			
	Scrape off flavorizer		X			
	Clean Grease Trays		X			
	Wipe Off RTD		X			
	Clear Burn Pot		X			
	Clear Igniter Holes			X		
	Scrape/Vacuum Ash From Interior			X		
	Vacuum fine pellet dust from hopper				X	
	Wipe down, vacuum out Air Box					X

## Recommended Grilling Accessories

### **Meat Thermometer/Timer**

The outside temperature, wind conditions, pellet fuel variety and the altitude at which you live affect cooking times. The best way to ensure your meat has reached the proper temperature and is ready to eat is to utilize a good quality meat thermometer. We recommend a digital model and particularly like those that feature wireless, remote readouts. Follow thermometer manufacturer's instruction to use.



### **Tongs**

Use tongs rather than a fork for turning and handling meats to avoid losing the natural juices. Extra large ones with long handles allow you to grip a variety of delicate foods.

### **Basting Brush**

You may need a selection of these, as you should not use the same brush in two different marinades. Use to apply your favorite sauces and marinades to foods on the grill. Again look for one with a long handle to keep you hands away from the heat.

### **Grill Baskets**

Perfect for cooking foods that are difficult to handle on the grill, such as vegetables, seafood, fish and certain cuts of meats. Usually made out of nickel-plated steel these baskets are made of two identical halves being held together with hinges. Not only do they protect food, and make handling easier, but also allow for different foods to be combined and grilled together without piercing the food.

### **Aluminum Foil**

Extra-strength foil is always useful for grilling. Used to make foil packages, cover food, or to fold up into a flat dish to act as a drip pan. Also used to speed up cooking, protect bones from burning, and to keep foods warm.

### **Drip / Roast Pans**

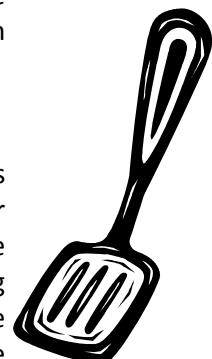
Used to prevent flare-ups, keep food from drying out, eliminate basting, and catch those flavorful juices that drip from the meat. Various juices can also be added to the pan to impart a desired flavor, such as apple, lemon, cranberry, pineapple, any cola, etc.

### **Griddle**

One of the most used accessories for those grill enthusiasts that enjoy cooking any foods outdoors. Use to grill complete breakfasts, grill sandwiches, and toast fajitas. Griddles allow you to cook all your bacon and sausages outdoors, and they're great for grilling vegetables, stir-frying, and searing.

### **Spatulas**

A must for turning those delicious burgers and fish fillets. Again, look for a long, sturdy handle and the widest blade possible. The holes in the blade prevent the build-up of steam, which could make your food soggy.



### **Cooking Racks**

Nickel-plated roast racks and rib racks are a great way to increase your cooking pleasure. Roast racks can be used to enhance the convective cooking capabilities of your grill by allowing the smoke flavored air to move around the entire roast evenly. Rib racks are a great way to increase your capacity of your grill for those large gatherings. They can also be used for chops and chicken pieces. (Additional small grates are available for purchase and will allow you to significantly increase your total cooking surface.)

## Recommended Grilling Accessories

### **Skewers (wood or metal)**

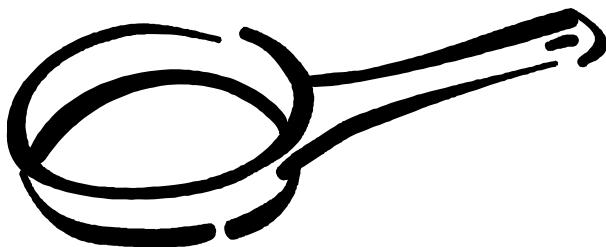
Wood skewers adhere to meat better than the metal ones. When using the wood skewers, remember to soak them in water for at least 30 minutes before using to prevent them from burning in the heat of the grill. Another way to protect them would be to wrap the exposed ends with aluminum foil. Metal skewers should be those with flat blades or dual prong. The flat skewer is designed to prevent the food from rotating when you turn the skewer. The dual prong skewers hold all foods more securely and are ideal way to hold delicate meats and vegetables.

### **Metal Brush**

It is important to clean your grill thoroughly before each use. A long-handled brush with metal bristles is the best tool for the job.

### **Skillets and Woks**

These kitchen favorites allow you to stir-grill vegetables, seafood, and other small pieces of food the same way you would if you were indoors.



## Food Handling and Safety

- Make sure to wash your hands before and after handling food.
- Prevent bacteria contamination by using separate platters and utensils for raw and cooked foods.
- Marinades should never be saved and reused. If you are going to serve a marinade with your food, be sure to bring it to a boil before serving.
- Keep hot foods hot (above 140°F) and cold foods cold (below 37°F).
- Don't defrost meat at room temperature or on a counter top.
- Marinate meat in the refrigerator.
- Use of a meat thermometer to determine the internal temperatures is recommended



## Grilling Times and Temperatures

### Approximate Cooking/Grilling Times for Memphis Wood-Fired Convection Grill

Always use a meat thermometer to be sure meats and poultry are cooked to a safe internal temperature. **Serious Health risks may exist with undercooked meat!** Approximate cooking times are from various sources, and are based on meat at refrigerator temperatures. We suggest that when grilling at higher temperatures, you apply barbecue sauce only during the last 15 to 30 minutes of grilling to prevent excess browning or burning.

ITEM	SIZE	CONTROL SET POINT	APPROXIMATE GRILLING TIME	INTERNAL TEMP = ° F
<b>BEEF</b>				
Steaks	3/4" thick	450°- 650°	3 to 4 min./side 4 to 5 min./side 5 to 7 min./side	Medium rare 145 Medium 160 Med Well 170
Kabobs	1-inch cubes	450°- 650°	3 to 4 min./side	145 to 160
Hamburger patties	1/2" thick	450°- 650°	3 min. / side 4 to 5 min./side 5 to 7 min./side	Medium 160 Med Well 170 Well Done 180
Roast, rolled rump (indirect heat) sirloin tip (indirect heat)	4 to 6 lbs. 3 1/2 to 4 lbs.	350°	18 to 22 min./lb. 20 to 25 min./lb.	145 to 160
Tenderloin	Half, 2 to 3 lbs. Whole, 4 to 6 lbs.	350°	10 to 12 min./side 12 to 15 min./side	Medium rare 145 Medium 160
<b>HAM</b>				
Fully cooked (indirect heat)	any size	350°- 375°	8 to 10 min./lb.	140
Cook-before-eating (indirect heat)	Whole, 10 to 14 lbs. Half, 5 to 7 lbs. Portion, 3 to 4 lbs.	350°- 375°	10 to 15 min./lb. 12 to 18 min./lb. 30 to 35 min./lb.	160 - 170
<b>LAMB</b>				
Chops, shoulder, loin, or rib	1" thick	350°- 375°	5 min./side	145 to 160
Steaks, sirloin, or leg	1" thick	350°- 375°	5 min./side	145 to 160
Kabobs	1" cubes	350°- 375°	4 min./side	145 to 160
Patties, ground	4 oz., 1/2" thick	450°- 650°	3 min./side	Medium 160
<b>PORK, Fresh</b>				
Chops, bone-in or boneless	3/4" thick 1 1/2" thick	450°- 650°	3 to 4 min./side 7 to 8 min./side	Medium 160
Tenderloin	1/2 to 1 1/2 lbs.	450°- 650°	15 to 25 min. total	Medium 160
Ribs (indirect heat)	2 to 4 lbs.	350°	1 1/2 to 2 hrs.	160
Patties, ground	1/2" thick	450°- 650°	4 to 5 min./side	Medium 160

## Grilling Times and Temperatures

ITEM	SIZE	CONTROL SET POINT	APPROXIMATE GRILLING TIME	INTERNAL TEMP = ° F
<b>VEAL</b>				
Chops, steaks	1" thick	450°- 650°	5 to 7 min./side	145 to 160
Roast, boneless (indirect heat)	2 to 3 lbs.	350°- 375°	18 to 20 min./lb.	145 to 160
<b>VENISON</b>				
Roast, saddle, or leg	6 to 7 lbs.	350°- 375°	25 to 30 min./lb.	145 to 160
Steaks	3/4" thick	450°- 650°	4 to 5 min./side 6 to 7 min./side	Medium rare 145 Medium 160
<b>CHICKEN</b>				
Whole (indirect heat), not stuffed broiler fryer roasting hen Capon Cornish hens	3 to 4 lbs. 5 to 7 lbs. 4 to 8 lbs. 18 to 24 oz.	325°F,160°C	60 to 75 min. 18 to 25 min./lb. 15 to 20 min./lb. 45 to 55 min.	180 as measured in the thigh
Breast halves, bone-in boneless	6 to 8 oz. each 4 oz. each	325°F,160°C	10 to 15 min./side 6 to 8 min./side	170
Other parts: Legs or thighs Drumsticks Wings, wingettes	4 to 8 oz. 4 oz. 2 to 3 oz.	325°F,160°C c	10 to 15 min./side 8 to 12 min./side 8 to 12 min./side	180
<b>DUCK or GOOSE</b>				
Duckling, whole (indirect heat) Quartered (indirect heat)	4 1/2 lbs. (not stuffed)	325°F,160°C	2 1/2 hrs. 1 hr., 25 min.	180 to 185
Goose, whole (indirect heat)	8 to 12 lbs.	325°F,160°C	18 to 20 min./lb.	180 to 185
<b>TURKEY</b>				
Whole turkey (indirect heat)	8 to 12 lbs. 12 to 16 lbs. 16 to 24 lbs.	325°F,160°C	2 to 3 hrs. 3 to 4 hrs. Not recommended	180 as measured in the thigh
Breast, bone-in boneless	4 to 7 lbs. 2 3/4 to 3 1/2 lbs.	325°F,160°C	1 to 1 3/4 hrs. Not recommended	170
Thighs, drumsticks (indirect heat) Direct heat (pre-cook 1 hr.)	8 to 16 oz.	325°F,160°C	1 1/2 to 2 hrs. 8 to 10 min./side	180
Boneless turkey roll (indirect heat)	2 to 5 lbs. 5 to 10 lbs.	325°F,160°C	1 1/2 to 2 hrs. 2 to 3 1/2 hrs.	170 to 175



## Smoking Guidelines

### **Approximate Smoking Times for Memphis Wood-Fired Convection Grill**

Always use a meat thermometer to be sure meats and poultry are cooked to a safe internal temperature and doneness. **Serious Health risks may exist with undercooked meat!** Approximate cooking times are, from various sources and are based on meat at refrigerator temperatures. Use a good quality temperature probe to assure best results. We suggest that when grilling at higher temperatures, you apply barbecue sauce only during the last 15 to 30 minutes of grilling to prevent excess browning or burning.

**NOTE: Keep hood closed when using Smoke Mode.**

Smoking times are largely dependent on personal preference and the quality of the meat being smoked. **In general the longer you smoke the meat at a lower temperature the more tender the meat will become.** You will also need to consider how much of a smoke taste you want and what flavor of smoke. Oak, Hickory, Apple, Alder, Cherry, Mesquite to name the most common. Here again that is largely a matter of personal preference.

For best results we recommend that you use a set point temperature in Smoke Mode from 225-275° for most meats. If you wish to have a smokier flavor and have the time, you can go as low as 180°, but you usually don't gain much by doing that. *Always use a meat thermometer to be sure meats and poultry are cooked to a safe internal temperature and doneness.*

It should also be noted that, when smoking in a very warm environment (sunny weather in excess of 90°F), it may be difficult for your grill to maintain temperatures lower than 200°F. If necessary, this can be remedied by leaving the hood slightly ajar.

The following is a general guide, and we recommend you experiment to find what temperature and flavor best suites your personal taste. If you want to finish faster use higher temperature. Note: this will in most cases result in a less tender product. When you have the time, lower temperature for a longer duration will give you the best results. For additional tips, and to view and share recipes go to [www.memphisgrills.com/recipe](http://www.memphisgrills.com/recipe).

ITEM	Control Set Point*	INTERNAL TEMP = ° F
BEEF	180°-275°	145 to 160
HAM	180°-275°	140-170
LAMB	180°-275°	145 to 160
PORK, Fresh	180°-275°	160-180
VEAL	180°-275°	145 to 160
VENISON	180°-275°	145 to 160
CHICKEN	180°-275°	170 to 180
DUCK or GOOSE	180°-275°	180 to 185
TURKEY	180°-275°	180 as measured in the thigh

\*Note that 180° set-point is only available on the Pro and Built-In Models.



## Smoking Suggestions

The following are a few important facts, tips and techniques to achieve great smoking results. There are probably as many theories on the best smoking method as there are chefs using them. With that in mind, consider the following factors when deciding which method best fits your needs.

- Smoking in the 225° to 275° F temperature range is the generally accepted method for most meats..... *The possible exception would be some fish.....* Not only do you get great results at these temperatures, but it takes a shorter amount of time.
- If you wish to smoke at lower temperatures the Memphis Pro is calibrated to allow you to go as low as 180°. ***When smoking at the lower temperatures it's critical that you use a premium food grade pellet such as Natures Way flavored BBQ Pellets.*** Nature's Way premium pellets are specially formulated from extra clean raw materials and are specifically sized to allow more even feeding at low feed rates. For best results, always use premium pellets.
- It is strongly recommended that the burn pot be cleaned before and after smoking for a significant period. Unchecked ash build-up could eventually prohibit the grill from maintaining smoking temperatures.
- **Caution:** We don't recommend that you use the lower temperatures when smoking in cool and or windy conditions. ***At temperatures less than 225° the possibility of creosote\* developing from smoke condensation arises.*** As always use your best judgment, but proceed on the side of safety and caution.
- The best way to determine where you get the best results is to experiment. We all have different tastes and the best way to determine what's right for you is to try different flavors and techniques. ***When you find that "just right" method, don't forget to share it with other owners by going to [www.memphisgrills.com/recipes](http://www.memphisgrills.com/recipes).***

*\*Creosote is a gummy, foul smelling, corrosive and flammable substance that, if no precautions are taken, will coat the insides of everything it passes through. It is formed when gases given off in the burning process combine and condense. Typically the gases leave the burn chamber with the smoke. However if restricted too much or if the smoke is cooled below 225°, the gases can liquefy, forming creosote.*



## Troubleshooting And Error Messages

In the event that your Memphis grill encounters any kind of issue or problem in operation, please consult this chart. If the solutions offered here are insufficient to resolve the matter, please contact your dealer, or Hearthland Products directly at the number found at the end of this manual.

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
Received Error Message "ER-1"	• The appliance has overheated, possibly due to a grease fire, or excess fuel.	• Turn the grill off and allow it to cool. If necessary, follow the procedure in the General Warning section. Clean grill interior and clear of excess fuel before restarting.
Received Error Message "ER-2"	• The appliance has failed to ignite within the allotted 30 minutes.	• Check the hopper for sufficient fuel. • Check the burn pot for ash build-up or other obstructions. • Check igniter to see if it is heating up(igniter may need replacing). • In extreme cold, grill may require additional priming to achieve ignition. • Make sure hood is closed.
	• Grill will not stay lit.	• Check the hopper for sufficient fuel. • Check the burn pot for ash build-up or other obstructions. • Make sure hood is closed.
Received Error Message "ER-3"	• The appliance has experienced power failure during operation.	• Ensure that your grill is securely plugged in. • Check for power-failures within your home.
Grill Will Not Turn On	• Grill is not properly plugged in.	• Ensure that your grill is plugged into a working GFCI outlet.
	• A power surge has tripped the circuit board fuse on the ITC.	• Fuse must be manually replaced. See guide at the end of this section.
Grill Produces Excess or Discolored Smoke	• Wood pellets have absorbed excess moisture.	• Clear the hopper and burn pot of moist pellets, replacing them with dry pellets.
	• Burn pot is overloaded with ash build-up.	• Check the burn pot for ash build-up or other obstructions.
Grill Will Not Achieve Or Maintain Stable Temperature	• Grill isn't receiving sufficient fuel.	• Check the hopper for sufficient fuel. • Check that both sides of the hopper are filled(Pro and Built-In).
	• Grill isn't receiving sufficient air-flow.	• Check the burn pot for ash build-up or other obstructions. • Check to see if fan(s) have been unplugged or have failed. • Contact dealer or Hearthland directly in case of fan failure.
	• Burn-pot is overloaded with ash build-up.	• Check the burn pot for ash build-up or other obstructions. • Check to see if fan(s) have been unplugged or have failed.
Frequent Flare-ups are experienced	• Flammable material build-up.	• Check to see if fan(s) have been unplugged or have failed.
Cooking temperatures are uneven	• Unbalanced airflow throughout the grill.	• Ensure that flavorizer is installed correctly
ITC Constantly Reads 32	• Damaged ITC	• Contact your dealer or Hearthland Products



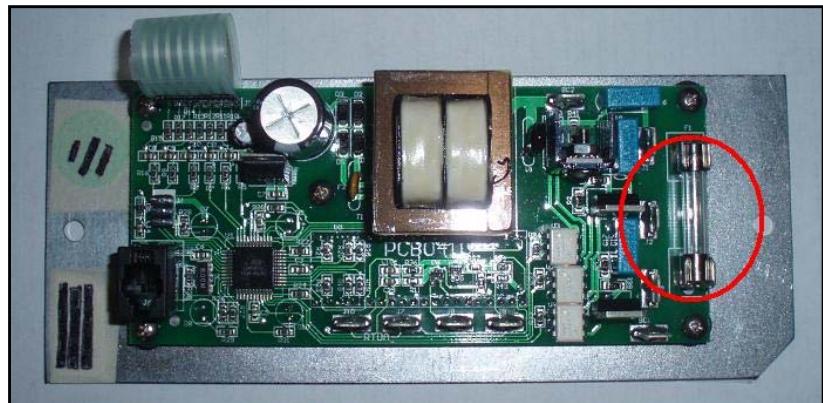
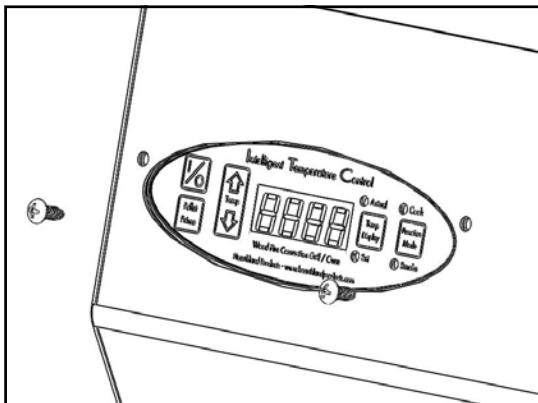
## Troubleshooting: ITC Circuit Board Fuse Replacement

The ITC, or Intelligent Temperature Control system on your Grill is an intricate and valuable piece of technology. In the interest of protection from power surges and electrical shorts, the ITC utilizes a 5 Amp, 120 Volt Fast-Blow fuse. This simple and inexpensive part can be easily replaced with the following instructions.

1. Ensure that the grill is cool, powered-down, and unplugged.
2. Supporting the electrical box with one hand, remove the two Phillips-head screws securing the ITC to the front of the grill.
3. If possible, leave all of the connections on the circuit board intact. If it is necessary to remove them to inspect the fuse, take note of their specific location. Marking connections with tape is a convenient way to do this.
4. Inspect the back of the ITC, taking note of the condition of the fuse currently in place. Carefully yet firmly remove the fuse, prying it from underneath using your thumb or a soft instrument.
5. If you have access to a multimeter, check for current flow across the two nodes of the fuse. If you do not, simply inspect the filament of the fuse.
6. If the fuse seems to be blown, replace it with an identical fuse, as is identified in the figure to the right.
7. Restore any unplugged connections.
8. Secure the ITC board and electrical box to the grill using the two Phillips-head screws.



A 1-1/4 " x 1/4", 5 Amp, 120 Volt, Fast-Blow Cartridge Fuse



## **5 Year Limited Warranty**

This limited warranty covers products manufactured by "Hearthland Products, LLC". Products carry a 5 year limited warranty from the date of purchase by the original owner against defects in material and workmanship. Electronic and electrical components carry a 2 year replacement warranty when subjected to normal residential use. Limited warranty does not apply to paint, burn pot, gaskets or damage caused from corrosion.

### **Conditions of Limited Warranty**

1. During the term of the limited warranty, Hearthland Products LLC.'s (HP) obligation shall be limited to replacement of covered, failed components, F.O.B. point of shipment. HP will repair or replace parts returned to HP, freight prepaid, if the part(s) are found by HP to be defective upon examination. HP shall not be liable for transportation charges, labor costs, or export duties. Except as provided in this CONDITIONS OF LIMITED WARRANTY, repair or replacement of parts in the manner and for the period of time stipulated hereunder shall constitute the fulfillment of all direct and derivative liabilities and obligations from HP to you.
2. The warranty coverage begins on the original date of purchase as stated on the sales receipt. **Product registration is required to validate the warranty.**
3. Repair or replacement of the HP component does not extend the limited warranty beyond one (1) year from date of purchase.
4. Pouring liquids on or in your HP product will void this warranty.
5. HP takes every precaution to utilize materials that retard rust including the use of high-temperature paint where advisable. Even with these safeguards, the protective coatings can be compromised by various substances and conditions beyond HP control. High temperatures, excessive humidity, chlorine, industrial fumes, fertilizers, lawn pesticides and salt are some of the substances that can affect paint and metal coatings. For these reasons, the limited warranties DO NOT COVER RUST OR OXIDATION, unless there is loss of structural integrity on the grill component. Should any of the above occur, refer to your Instruction Manual's maintenance section for paint finish protection. HP recommends that you purchase a HP full-length protective cover for your grill when not in use.
6. The warranty is based on residential use. Warranty coverage does not apply to products used in commercial applications.

### **Exceptions to the Limited Warranty**

There is no written or implied performance warranty on the HP products, as the manufacturer has no control over the installation, operations, cleaning, maintenance or the type of fuel burned.

This limited warranty will not apply nor will HP assume responsibility if your product has not been installed, operated, cleaned and maintained in strict accordance with the manufacturer's instructions. Burning anything other than premium wood pellets may void the warranty. The warranty does not cover damage or breakage due to misuse, improper handling or modifications.

NEITHER THE MANUFACTURER, NOR THE SUPPLIERS TO THE PURCHASER, ACCEPTS RESPONSIBILITY, LEGAL OR OTHERWISE, FOR THE INCIDENTAL OR CONSEQUENTIAL DAMAGE TO THE PROPERTY OR PERSONS RESULTING FROM THE USE OF THIS PRODUCT.

ANY WARRANTY IMPLIED BY LAW, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS, SHALL BE LIMITED TO ONE (1) YEAR FROM THE DATE OF ORIGINAL PURCHASE. WHETHER A CLAIM IS MADE AGAINST THE MANUFACTURER BASED ON THE BREACH OF THIS WARRANTY OR ANY OTHER TYPE OF WARRANTY EXPRESSED OR IMPLIED BY LAW, MANUFACTURER SHALL IN NO EVENT BE LIABLE FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL OR OTHER DAMAGES OF ANY NATURE WHATSOEVER IN EXCESS OF THE ORIGINAL PURCHASE PRICE OF THIS PRODUCT. ALL WARRANTIES BY MANUFACTURER ARE SET FORTH HEREIN AND NO CLAIM SHALL BE MADE AGAINST MANUFACTURER ON ANY ORAL WARRANTY OR REPRESENTATION.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations of implied warranties, so the limitations or exclusions set forth in this limited warranty may not apply to you. This limited warranty gives you specific legal rights and you may have other rights, which vary from state to state.

The limited warranty for Five (5) years is in lieu of all other warranties expressed or implied, at law or otherwise, and HP does not authorize any person or representative to assume for HP any obligation or liability in connection with the sale of this product. This means that no warranties, either expressed or implied, are extended to persons who purchase the product from any one other than HP or an authorized HP Distributor.

### **Procedure for Warranty Service**

Call your nearest HP dealer for repair or replacement of your "in-warranty" parts.

Be prepared to furnish the following information:

1. Purchaser's name, model and serial number of grill and date of purchase.
2. An accurate description of the problem.



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## **Warranty and Registration Card**

Complete and return this Product Registration Card within 30 days of purchase to register your warranty.  
**THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS,  
WHICH VARY FROM STATE TO STATE .**

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

Model \_\_\_\_\_

Serial Number \_\_\_\_\_  
(Located under pellet hopper lid)

**Include a copy of your dated sales receipt to complete the registration.**

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If you would like to receive periodic e-mails with recipes, promotions and other useful information, please write your e-mail address below. Your information will be used by Hearthland Products exclusively and will not be sold to any outside agency.

E-MAIL \_\_\_\_\_

Send Registration Card to the following address:

Hearthland Products, LLC.  
Memphis Grill Warranty Registration  
9111 Grand Ave South  
Bloomington, MN 55420

If you have, feel free to contact us at **888-883-2260**

**Thanks again for choosing a Memphis Wood Fired Grill.**



# Memphis Pro

Model Number VG0001

Appendices and Model-Specific Information

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## **Unpacking and Assembling Your Memphis Wood Fired Convection Grill.**

**\*Grill requires (2) two people for safe assembly\***

Please note that during shipping some movement may have taken place, so a complete visual inspection is required. Be sure to inspect entire grill after removing the protective shipping carton. Report any damage to your local dealer immediately. Shipping damage is not covered under warranty. Some surfaces may be sharp so wear gloves when assembling. Do not plug in the grill until it's fully assembled, the plastic protective film is removed from all stainless steel surfaces, and you're ready to cook. See: "start up procedure" for more details.

### **Your carton will contain the following:**

- 1– Pre-assembled grill head lower cabinet assembly
- 2– Large cooking grates
- 1– Small cooking / warming grate
- 1– Integrated flavorizer / flame deflector
- 1– Right shelf (without ITC)
- 1– Left shelf with ITC and wiring harness
- 1– Hardware bag with Owner's Manual

### **Tools Required**

3/8" Open end wrench for side shelf assembly

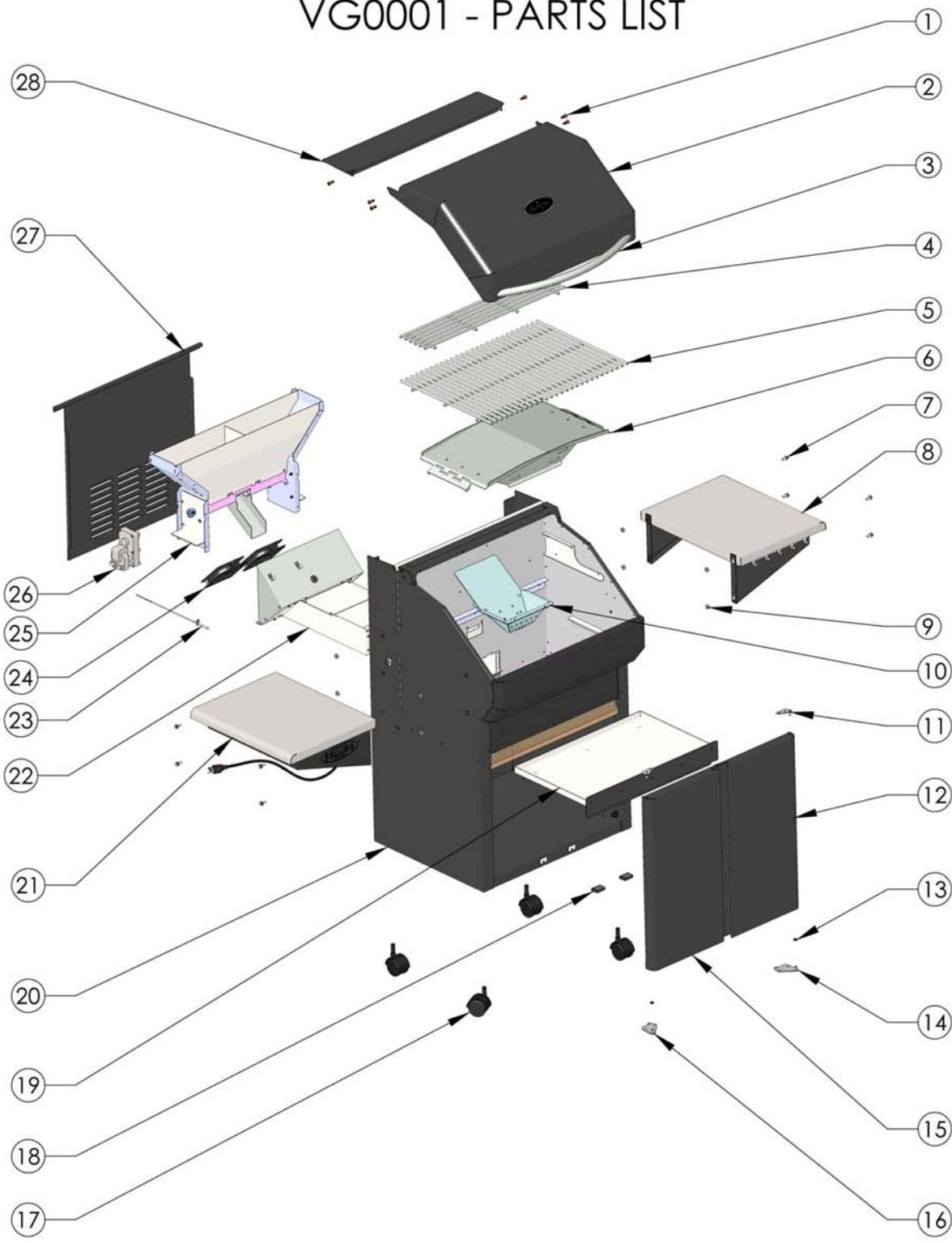
### **Unpack and Identify Primary Components and Hardware (see "Hardware Kit")**

10- 1/4-20 X1" Bolts for side shelves  
10- .5" Diameter washers for grill/shelf standoff

**Procedure for Assembly – See Diagrams on the following pages.**

# Grill Assembly

## VG0001 - PARTS LIST



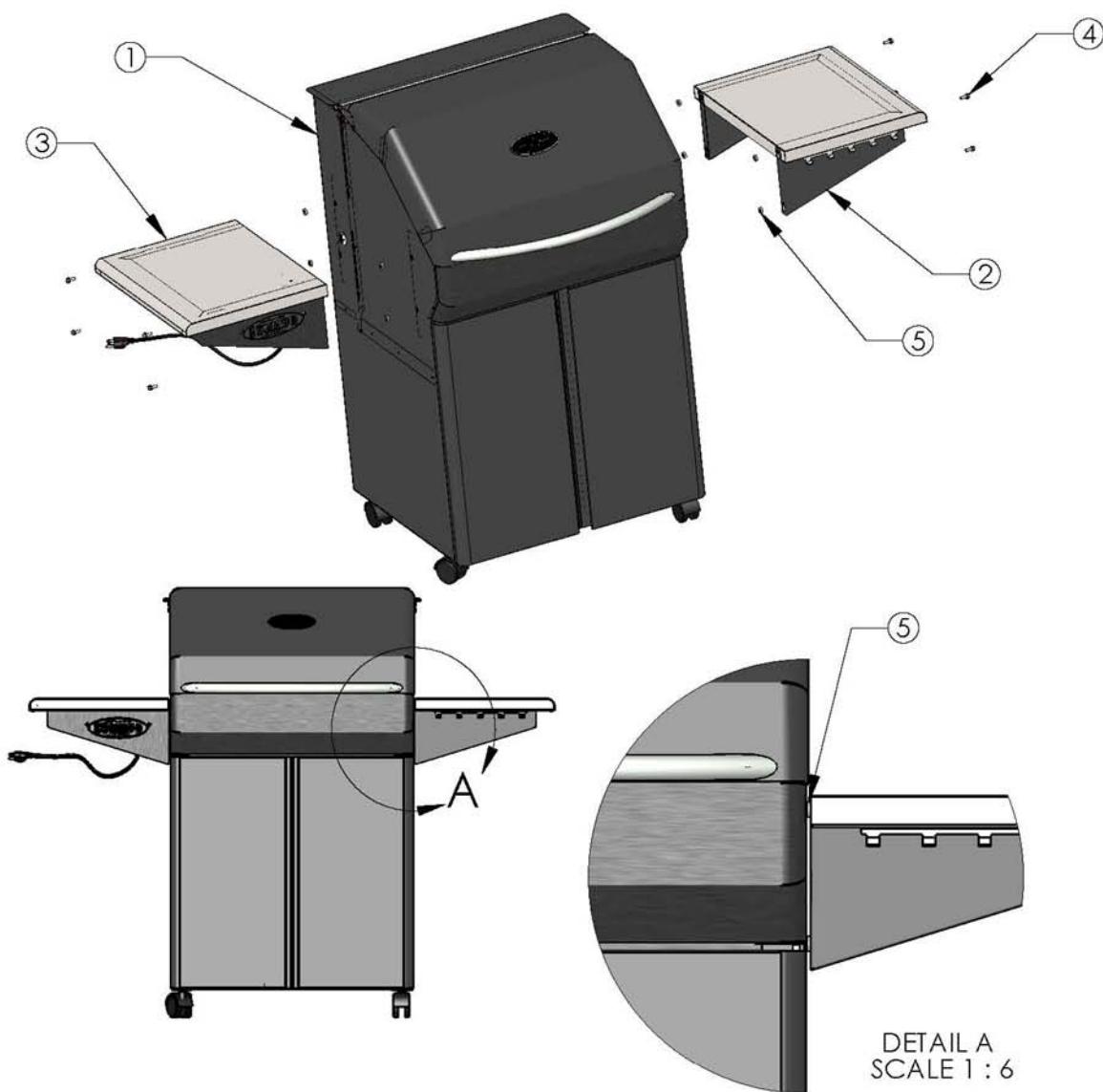
## Grill Bill of Materials

ITEM	PART NUMBER	DESCRIPTION	QTY	ITEM	PART NUMBER	DESCRIPTION	QTY
1	DS2187	COVER/HOPPER LID HARDWARE	6	15	VG2201	DOOR ASSEMBLY, LEFT - PAINTED	1
					VG2201S	DOOR ASSEMBLY, LEFT - SS	
2	VG1101	GRILL HOOD ASSEMBLY - PAINTED	1	16	VG0211	HINGE BOTTOM, LEFT	1
	VG1101S	GRILL HOOD ASSEMBLY - SS					
3	VG0104	COVER HANDLE	1	17	VG0919	CASTER	4
4	VG4402	SMALL GRATE	1	18	VG0927	DOOR MAGNET	2
5	VG4401	LARGE GRATE	2	19	VG2121	TRAY ASSEMBLY - PAINTED	1
					VG2121S	TRAY ASSEMBLY - STAINLESS STEEL	
6	VG4403	INTEGRATED FLAVORIZER / HEAT DEFLECTOR	1	20	VG0001	GRILL MAIN BODY	1
7	DS2178	SHELF HARDWARE	8	21	VG2207	SHELF ASSEMBLY, LEFT - PAINTED	1
					VG2207S	SHELF ASSEMBLY, LEFT - SS	
8	VG2206	SHELF ASSEMLBY RIGHT - PAINTED	1	22	VG1104	FAN HOUSING ASSEMBLY	1
	VG2206S	SHELF ASSEMLBY, RIGHT - SS					
9	VG0216	SHELF WASHER	8	23	VG0916	TEMPERATURE PROBE	1
10	VG2125	BURN POT	1	24	VG0906	FAN	2
11	VG0212	HINGE TOP, RIGHT	1	25	VG3301	HOPPER ASSEMBLY	1
12	VG2204	DOOR ASSEMBLY RIGHT - PAINTED	1	26	VG0905	AUGER MOTOR	1
	VG2204S	DOOR ASSEMBLY, RIGHT - SS					
13	DS4213	DELRIN WASHER	2	27	VG0115	REAR PANEL - PAINTED	1
					VG0115S	REAR PANEL - STAINLESS STEEL	
14	VG0210	HINGE BOTTOM, RIGHT	1	28	VG0112	PELLET HOPPER LID - PAINTED	1
					VG0112S	PELLET HOPPER LID - STAINLESS STEEL	



## Assembly Step 1

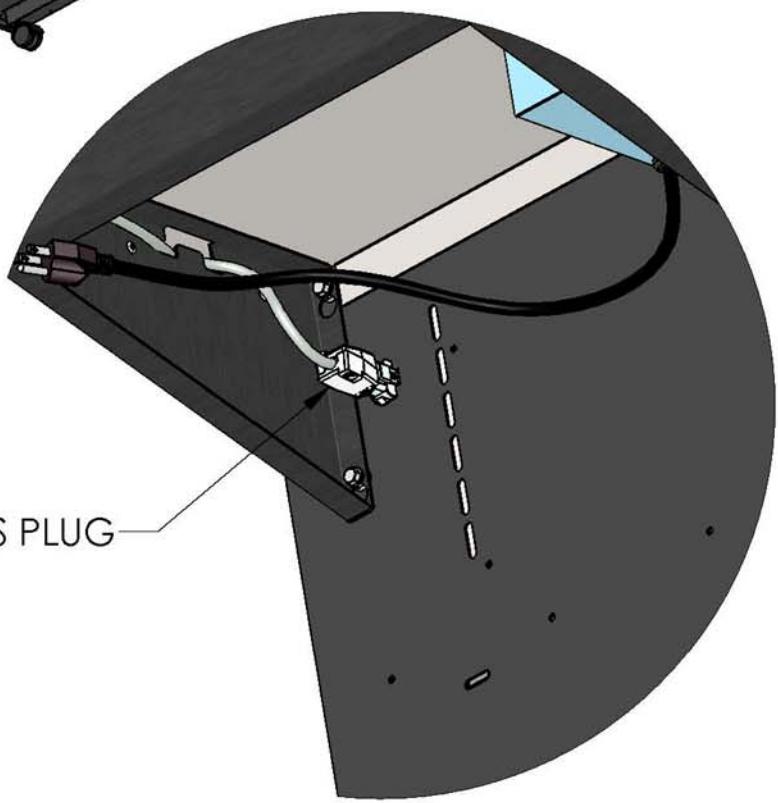
VG0001 - ASSEMBLY STEP 1



ITEM	PART NUMBER	DESCRIPTION	QTY
1	VG0001	GRILL BODY	1
2	VG2206	SHELF ASSY, RIGHT	1
3	VG2201	SHELF ASSY, LEFT	1
4	DS2178	1/4-20 X 5/8" BOLT	8
5	VG0216	SHELF WASHER	8

## Assembly Step 2

VG0001 - ASSEMBLY STEP 2



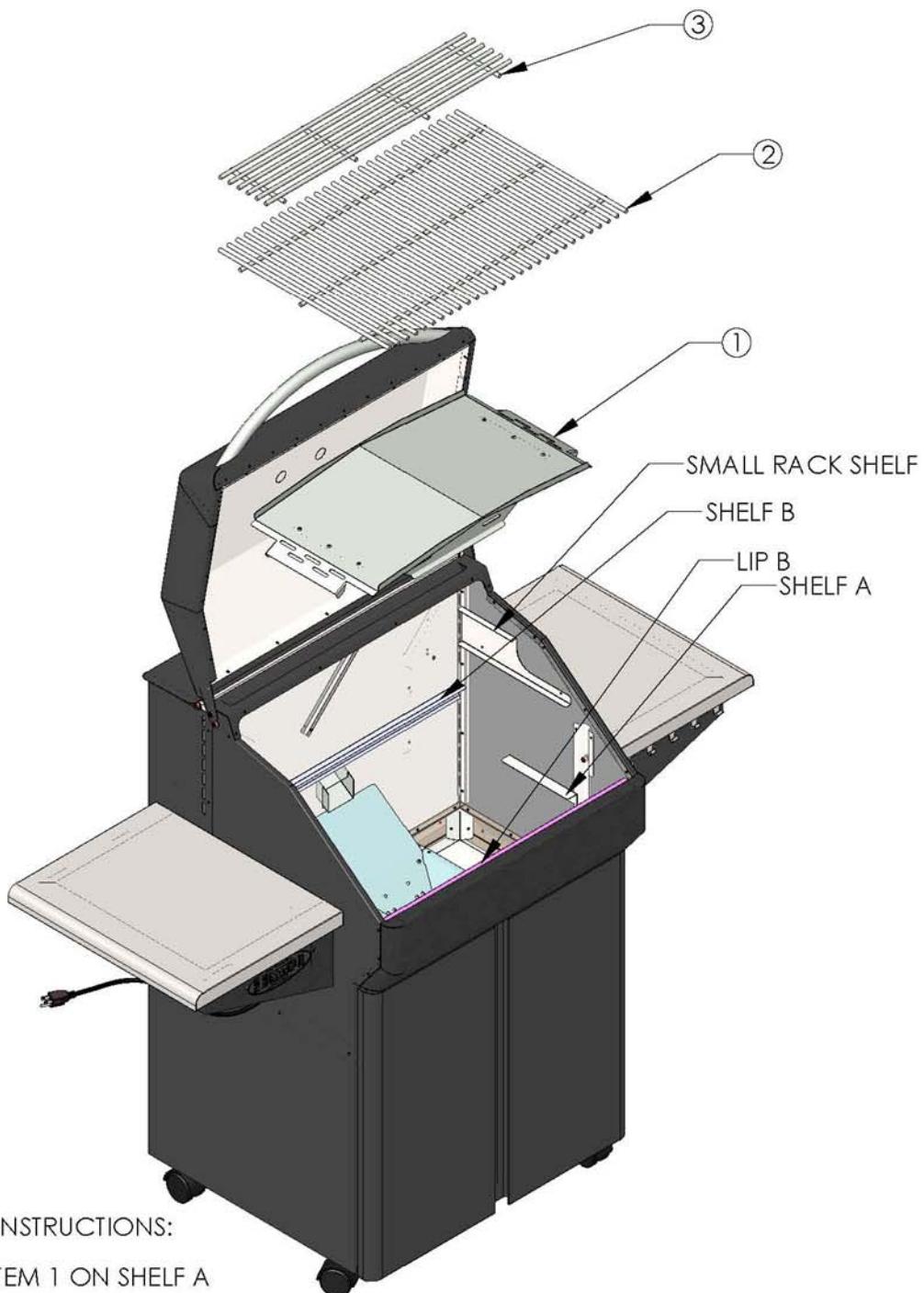
WIRING HARNESS PLUG

DETAIL B  
SCALE 1 : 4

ATTACH WIRING HARNESS PLUG  
TO WIRE HARNESS RECEPTACLE  
UNDER LEFT SIDE SHELF

## Assembly Step 3

VG0001 - ASSEMBLY STEP 3



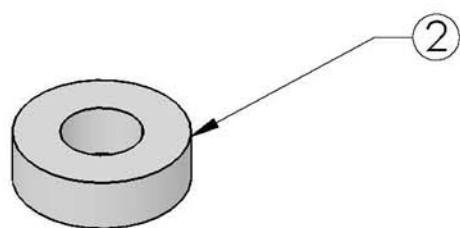
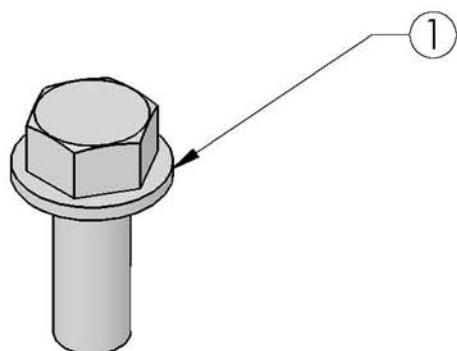
### ASSEMBLY INSTRUCTIONS:

1. PLACE ITEM 1 ON SHELF A
2. PLACE ITEM 2 (2X) ON SHELF B & LIP B
3. PLACE ITEM 3 ON ONE OF THE SHELVES OF THE SMALL RACK SHELF.

ITEM	PART NUMBER	DESCRIPTION	QTY
1	VG4403	FLAVORIZER	1
2	VG4401	LARGE GRATE	2
3	VG4402	SMALL GRATE	1

## Hardware Kit

VG0001 - HARDWARE KIT



ITEM	PART NUMBER	DESCRIPTION	QTY
1	DS2178	1/4-20 X .625 SERRATED HEX WASHER FLANGE SCREW	8
2	VG0216	STAINLESS STEEL SHELF WASHER	8

# MEMPHIS PRO WIRING DIAGRAM

## Wiring Diagram

